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COMMONWEALTH OF KENTUCKY

BEFORE THE PUBLIC SERVICE COMMISSION

In the matter of:

RECEIVED

Clifford Albert Marquis

(Your Full Name)

COMPLAINANT

VS.

South Hopkins Water District

(Name of Utility)

DEFENDANT

MAY 23 2017

Public Service
Commission

COMPLAINT

The complaint of Clifford Albert Marquis respectfully shows:
(Your Full Name)

(a) Clifford Albert Marquis

(Your Full Name)

469 Lick Creek Rd, Dawson Springs, KY 42408

(Your Address)

(b) South Hopkins Water District

(Name of Utility)

129 S Main St, Dawson Springs, KY 42408

(Address of Utility)

(c) That: in December 2016 Clifford Marquis, owner of
(Describe here, attaching additional sheets if necessary,

the property at 469 Lick Creek Rd, Dawson Springs,
the specific act, fully and clearly, or facts that are the reason

Kentucky, turned off the water, drained the pipes,
and basis for the complaint.)

left the valves open to prevent the pipes from

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Formal Complaint

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freezing and returned to North Carolina for the winter.
Sometime between then and the 13th of March the
water was turned on without the owner's permission
and without a request to turn it on. When Mrs. Marquis
contacted South Hopkins Water District on March 13th
she was informed that the water had been turned off

Wherefore, complainant asks relief from the \$1,354.28 because
(Specifically state the relief desired.)

Clifford did not turn the water on nor request that it be
turned on and South Hopkins Water District admitted
to turning the water off at the end of February and
it should have still been off in March.

Dated at Dawson Springs, Kentucky, this 17th day
(Your City)

of May, 20 17
(Month)

Clifford A. Marquis
(Your Signature*)

(Name and address of attorney, if any)

Date

*Complaints by corporations or associations, or any other organization having the right to file a complaint, must be signed by its attorney and show his post office address. No oral or unsigned complaints will be entertained or acted upon by the commission.

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at the end of February due to the past due bill. Clifford had not returned from North Carolina, and had neither turned the water on nor requested that it be turned on. If South Hopkins Water District turned the water off at the end of February as their office stated, it should have still been off as of March 13th as well as at the time of the re-read on March 23rd. When Mrs. Marquis spoke with the South Hopkins Water District first she was told that a worker had been at the property when the South Hopkins meter reader came to read the meter (no date given for when that occurred) and assumed that this worker had turned the water on; then she was told that Clifford, the owner, must have turned the water on; and then she was told that South Hopkins Water District had turned on the water (no date given). The first two statements are both incorrect as there have been no other workers on the property than the owner and he was in North Carolina through April 2017. Therefore, we do not believe we are liable for the \$1,354.28 since we did NOT turn the water on nor request that it be turned on and that South Hopkins Water District admits to turning the water OFF at the end of February and it should still have been off when the meter reader was there on March 13th.

807 KAR 5:001. Rules of procedure.

Section 12. Formal Complaints.

- (1) **Contents of complaint.** Each complaint shall be headed "Before the Public Service Commission," shall set out the names of the complainant and the name of the defendant, and shall state:
 - (a) The full name and post office address of the complainant.
 - (b) The full name and post office address of the defendant.
 - (c) Fully, clearly, and with reasonable certainty, the act or thing done or omitted to be done, of which complaint is made, with a reference, where practicable, to the law, order, or section, and subsections, of which a violation is claimed, and such other matters, or facts, if any, as may be necessary to acquaint the commission fully with the details of the alleged violation. The complainant shall set forth definitely the exact relief which is desired (see Section 15(1) of this administrative regulation).
- (2) **Signature.** The complaint shall be signed by the complainant or his attorney, if any, and if signed by such attorney, shall show his post office address. **Complaints by corporations or associations, or any other organization having the right to file a complaint, must be signed by its attorney and show his post office address.** No oral or unsigned complaints will be entertained or acted upon by the commission.
- (3) **Number of copies required.** At the time the complainant files his original complaint, he must also file copies thereof equal in number to ten (10) more than the number of persons or corporations to be served.
- (4) **Procedure on filing of complaint.**
 - (a) Upon the filing of such complaint, the commission will immediately examine the same to ascertain whether it establishes a prima facie case and conforms to this administrative regulation. If the commission is of the opinion that the complaint does not establish a prima facie case or does not conform to this administrative regulation, it will notify the complainant or his attorney to that effect, and opportunity may be given to amend the complaint within a specified time. If the complaint is not so amended within such time or such extension thereof as the commission, for good cause shown, may grant, it will be dismissed.
 - (b) If the commission is of the opinion that such complaint, either as originally filed or as amended, does establish a prima facie case and conforms to this administrative regulation, the commission will serve an order upon such corporations or persons complained of under the hand of its secretary and attested by its seal, accompanied by a copy of said complaint, directed to such corporation or person and requiring that the matter complained of be satisfied, or that the complaint be answered in writing within ten (10) days from the date of service of such order, provided that the commission may, in particular cases, require the answer to be filed within a shorter time.
- (5) **Satisfaction of the complaint.** If the defendant desires to satisfy the complaint, he shall submit to the commission, within the time allowed for satisfaction or answer, a statement of the relief which he is willing to give. Upon the acceptance of this offer by the complainant and the approval of the commission, no further proceedings need be taken.
- (6) **Answer to complaint.** If satisfaction be not made as aforesaid, the corporation or person complained of must file an answer to the complaint, with certificate of service on other parties endorsed thereon, within the time specified in the order or such extension thereof as the commission, for good cause shown, may grant. The answer must contain a specific denial of such material allegations of the complaint as controverted by the defendant and also a statement of any new matter constituting a defense. If the answering party has no information or belief upon the subject sufficient to enable him to answer an allegation of the complaint, he may so state in his answer and place his denial upon that ground (see Section 15(2) of this administrative regulation).

807 KAR 5:001. Rules of procedure.

Section 15. Forms.

(1) In all practice before the Commission, the following forms shall be followed insofar as practicable:

- (a) Formal complaint.
 - (b) Answer.
 - (c) Application.
 - (d) Notice of adjustment of rates.
- (2) Forms of formal complaint.
 - (3) Form of answer to formal complaint.
 - (4) Form of application.
 - (5) Form of notice to the commission of adjustment of rates

Before the Public Service Commission

(Insert name of complainant))
Complainant)
) No. _____
vs.) (To be inserted by the secretary)
)
(Insert name of each defendant))
Defendant)

COMPLAINT

The complaint of (here insert full name of each complainant) respectfully shows:

- (a) That (here state name, occupation and post office address of each complainant).
- (b) That (here insert full name, occupation and post office address of each defendant).
- (c) That (here insert fully and clearly the specific act or thing complained of, such facts as are necessary to give a full understanding of the situation, and the law, order, or rule, and the section or sections thereof, of which a violation is claimed).

WHEREFORE, complainant asks (here state specifically the relief desired).

Dated at _____, Kentucky, this _____ day
of _____, 20 _____.

(Name of each complainant)

(Name and address of attorney, if any)